



April 12, 2021

Ms. Lynn Retz
Secretary of the Commission
Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604-4027

RE: Docket No. 14-GIMT-118-CPL
CenturyLink's 1Q2021 Quality of Service Results PUBLIC

Dear Ms. Retz:

Enclosed for filing with the Commission is a redacted copy of CenturyLink's quality of service results pursuant to the Commission's Order in Docket No. 14-GIMT-118-CPL.

CenturyLink's operations continue to be significantly impacted due to the unprecedented circumstances surrounding the worldwide pandemic and the impact on businesses. CenturyLink enacted proactive actions to protect its employees and its customers starting in March and those measures continue in place today to ensure critical connections are maintained. These protective actions have been previously shared with the KCC Staff detailed in previous reports. CenturyLink also provided the KCC with advance notice in April 2020 that future quality of service results may be adversely impacted by COVID-19.

The United Telephone Companies of Kansas d/b/a CenturyLink considers the quality of service results contained in the report to be confidential and of commercial value, and it has not been made public. CenturyLink considers its quarterly quality of service results to be both a trade secret and confidential commercial information. The Kansas-specific information contained in the quarterly reports is not available publicly in any format and CenturyLink only produces its Kansas quality of service report for regulatory compliance purposes. Nevertheless, the data in the Kansas report is information about CenturyLink's business operations that CenturyLink uses for commercial purposes to evaluate its own performance and resource requirements, and that could be valuable to a competitor in evaluating or formulating different strategies for the Kansas market. This document is filed pursuant to K.S.A. 66-1220a, and CenturyLink asks the Commission to treat this document as confidential and exempt from public disclosure under that statute.

If you have any questions concerning this matter, please contact me.

Yours appreciatively,

A handwritten signature in black ink, appearing to read "John Idoux", written in a cursive style.

John R. Idoux
Kansas Governmental Affairs
6709 W 119th #416, Overland Park, KS 66209
913-884-1124 john.idoux@centurylink.com

SUBMITTED PURSUANT TO
K.S.A. 66-1220A

United Telephone Companies of Kansas d/b/a/
CenturyLink

Quarterly Quality of Service Results

CONFIDENTIAL AND PROPRIETARY

KANSAS CORPORATION COMMISSION

QUALITY OF SERVICE REPORT

CONFIDENTIAL

Company: CENTURYLINK (statewide consolidation of all United Telephone companies/exchanges) Year: 2021

[illegible]